



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Joanne Sturges, Acting Executive Officer
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Director of Public Social Services
Chief Administrative Officer
County Counsel
Director of Consumer Affairs

At its meeting held February 28, 2006, the Board took the following action:

23-A

Supervisor Knabe made the following revised statement:

"I was very concerned to learn of the situation at one of our Department of Public Social Services (DPSS) offices in January. A substantial amount of confidential documents and paperwork containing personal information about CalWORKs participants were left unsecured next to the locked bin they were supposed to be placed in. This is in clear violation of the Department of Public Social Services' policy regarding securing documents waiting to be destroyed. Yet, I understand that this was not the only instance where this happened.

"There is no excuse for this. Entire lives are documented in these files: employment information, addresses, birthdates, names of children, social security numbers. All of this information was left out for the taking. While I understand that the Department is taking steps to ensure that this never happens again, I remain concerned that the County's current policies on record maintenance do not fully address this.

"The County Policy Manual Section 3.040 – established by Board Order in 1958 – allows County departments to destroy records or documents that are two years older or more. However, there are some County departments that do not have a policy that addresses the destruction or secure storage of obsolete documents containing personal information.

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“I believe that this County has a responsibility to all residents accessing our services to protect any confidential or personal records we have on file.”

Therefore, on motion of Supervisor Knabe, seconded by Supervisor Antonovich, unanimously carried, the Board took the following actions:

1. Instructed the Director of Public Social Services to report back to the Board within 30 days, detailing actions taken to address the issue of unsecured confidential documents at Department offices which contain personal information about CalWORKS participants, as well as new procedures instituted to ensure that confidential documents are not exposed elsewhere;
2. Instructed the Chief Administrative Officer to update the County Policy Manual to specifically address appropriate securing and prompt disposal of confidential records, papers or documents, ensure that all County departments come into compliance, and report back to the Board in 30 days;
3. Instructed County Counsel to review the situation at one of the Department of Public Social Services offices, that occurred in January, where paperwork containing personal information about CalWORKS participants were left unsecured and determine if there are liability issues or any violations of State and Federal laws concerning confidentiality or breach of security; and
4. Instructed the Director of Consumer Affairs to work in conjunction with the Chief Administrative Officer and the Director of Personnel to develop outreach strategies on identity fraud, both with County employees and residents, and report back to the Board within 30 days.

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Each Supervisor